



WorkNow Kentucky Participant Complaint Processes

The Local Workforce Investment Area (LWIA) shall provide a copy of the complaint process at the time of the participant's eligibility determination. The complaint process is set forth in 921 KAR 2:530E.

A WorkNow Kentucky (KY) participant who is dissatisfied with the services provided under WorkNow KY may file a formal complaint to be heard at the LWIA level. The formal complaint form shall be submitted within ten (10) days after the date of the action or alleged act. A LWIA Formal Complaint Form may be accessed at <http://worknow.ky.gov> by scrolling to the bottom of the page and clicking Printable Forms and Documents or from WorkNow KY staff.

The LWIA shall provide the WorkNow KY participant with a written response to the complaint within ten (10) calendar days of receipt of the complaint.

A WorkNow KY participant who alleges discrimination may file a complaint in accordance with 920 KAR 1:090.

A copy of these complaint procedures shall be posted in all locations where WorkNow KY operates.

Administrative Hearing Rights

A WorkNow KY participant may request an administrative hearing in accordance with 921 KAR 2:055 at any time during the complaint process. A WorkNow KY participant shall have the same hearing rights as a Kentucky Transitional Assistance Program (K-TAP) recipient. A request for an administrative hearing shall be sent to: Cabinet for Health and Family Services, Division of Administrative Hearings, Families and children Administrative Hearings Branch, 275 East Main, 1 E-C, Frankfort, KY 40621.